

Premium News

A NEWSLETTER FROM THE TENNESSEE DEPARTMENT OF COMMERCE & INSURANCE



SEPTEMBER 2021

REGULATOR SPOTLIGHT



Hello and thanks for reading the September edition of *Premium News*. I am Scott McAnally and I recently joined the Insurance Division team as Director of Insurance.

This summer, I celebrated a decade-long career with the State of Tennessee. Most recently, I served for eight years as the Legislative Director for Benefits Administration at the Tennessee Department of Finance and Administration's Division of Benefits Administration. I helped oversee the state group insurance program - the largest health insurance purchaser in the state covering more than 280,000 state and local government employees and their dependents. I began my career with the State working in claims review at the Division of TennCare.

I have worked closely with the dedicated professionals at TDCI throughout my career and I am excited to have the opportunity to join them and expand my scope beyond the health benefits sector of insurance.

As Director of Insurance, I look forward to supporting Commissioner Carter Lawrence and Assistant Commissioner Bill Huddleston in ensuring that the Insurance Division runs smoothly to protect consumers and keep Tennessee a vibrant and thriving market for insurance products.

If you have any questions, please reach out to me at Scott.McAnally@tn.gov.

WHAT'S NEW AT TDCI

Hub for Consumer Education

TDCI has launched a new Consumer Education page on the Insurance Division's website to help provide more education about the basics of insurance. This is a wonderful resource for consumers who want to learn more about insurance.

[Consumer Education](#)



TDCI Shares Tips for Flood Victims

In the wake of recovery from the tragic flooding in Middle Tennessee, the Tennessee Department of Commerce and Insurance (TDCI) shared important consumer information about filing insurance claims, hiring contractors for home repairs, home safety and avoiding scams for Tennesseans who may have sustained home or auto damage.

If you have clients recovering from the floods, please share this news release to help them avoid scams and keep themselves and their finances safe.

[Tips for Flood Victims](#)

TDCI Mediation Brings \$4M

During the first six months of 2021, TDCI's mediation efforts have resulted in \$4,027,014 in denied claims being overturned in favor of policyholders.

"I commend our team's work so far this year to have money rightfully returned to hard-working policyholders and I urge all Tennessee insurance consumers who have a complaint or a question to contact us today," said Assistant Commissioner Bill Huddleston.

[\\$4M Returned to Tennesseans](#)

Remote Testing for Agent License

As the number of COVID-19 positive cases increase in Tennessee, TDCI reminds agencies that prospective insurance producers can take the tests remotely.

For more information about testing requirements, ID requirements, Pearson VUE testing policies and more, visit Pearson VUE's Tennessee testing website.

[Pearson VUE](#)

[TDCI Announces Remote Testing](#)

TDCI ASSISTS FLOOD VICTIMS

In response to the flooding in Waverly and other communities, TDCI's Consumer Insurance Services (CIS) staff went to Multi-Agency Recovery Centers (MARC) to help consumers during the claims filing process. CIS Director Vickie Trice and Manager Michael Barber (pictured) set up at the Waverly MARC to answer consumers' questions. TDCI appreciates all carriers who came to the MARCs to help consumers.



TDCI LAUNCHES SPANISH MATERIALS



TDCI has newly-launched materials available in Spanish for Tennesseans whose first language is Spanish. These materials will allow Spanish-speaking consumers to more easily obtain and learn more information about insurance.

TDCI launched a video in Spanish on its YouTube Channel and released Spanish brochures, titled Seguro al Consumidor Simplificado (Consumer Insurance Simplified). If your clientele includes a Spanish-speaking community, reach out to Jennifer Ramcharan at jennifer.ramcharan@tn.gov to obtain some brochures in Spanish for your office.

[TDCI Spanish Consumer Video](#)

[TDCI Spanish Consumer Brochure](#)

NAIC MESSAGING

NAIC Forms New Committee

At this year's Summer Meeting, Florida Insurance Commissioner and NAIC President David Altmaier announced the first new letter committee in over a decade at the NAIC. The H Committee will be formed by the end of the year and focus on the areas of innovation, AI and cybersecurity.

Stay up-to-date with NAIC news at naic.org.

[NAIC](#)

INFORMATION FOR YOUR CLIENTS

The Insurance Division has a multitude of materials, including brochures, booklets, magnets, bookmarks and more for consumers to obtain additional information about insurance and the Department. If your agency is interested in obtaining free materials to offer to your clients, contact Education and Outreach Specialist Jennifer Ramcharan at jennifer.ramcharan@tn.gov.

[View TDCI Brochure Online](#)

MEET AND GREET

Would your agency or company like to have a Meet and Greet with the Insurance Division? Contact Education and Outreach Specialist Jennifer Ramcharan at jennifer.ramcharan@tn.gov.

SPREAD THE NEWS

Premium News is the Insurance Division's quarterly newsletter for insurance professionals in Tennessee. If you have colleagues who wish to receive informative newsletters from TDCI, please ask them to sign up for our email list by clicking [here](#).



tn.gov/commerce

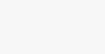
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